

PI - Review Follow-Up

Purpose:

The procedure describes the process for encouraging provider response to PI letters on a timely basis.

Identification of Roles:

IME Program Integrity (PI) Unit—monitors the timelines of provider response to a PI letter and encourages timely response.

Performance Standards:

On average for all cases, complete reviews within 90 days when all documentation required necessary to perform the review has been obtained.

Path of Business Procedure:

The Reviewer is responsible for monitoring the timeline for provider response to a PI letter (e.g., request for medical records, preliminary letters and findings letter).

- Step 1. When finalizing a letter, “note” the scheduled mailing date.
- Step 2. Calculate the date that the provider response should be received by PI.
- Step 3. That response to the letter must be reviewed not later than three business days following the due date stated in the provider letter.
- Step 4. Reviewer may set a reminder for the due date through the Outlook Calendar.
- Step 5. The Administrative Assistant (AA) mails the letter to the provider.
- Step 6. Accept the “task” sent by the AA when the provider letter is mailed. The task date due concurs with calculated calendar appointment. Discuss any discrepancy with the Supervisor.
- Step 7. If response is received before the date of the “task due date,” update the task and send to the AA.
- Step 8. If response has not been received by the date of the “task due date,” follow-up with the appropriate action.

Forms/Reports:

None

RFP References:

6.1.3(d)

Interfaces:

Program Integrity Unit

Attachments:

None